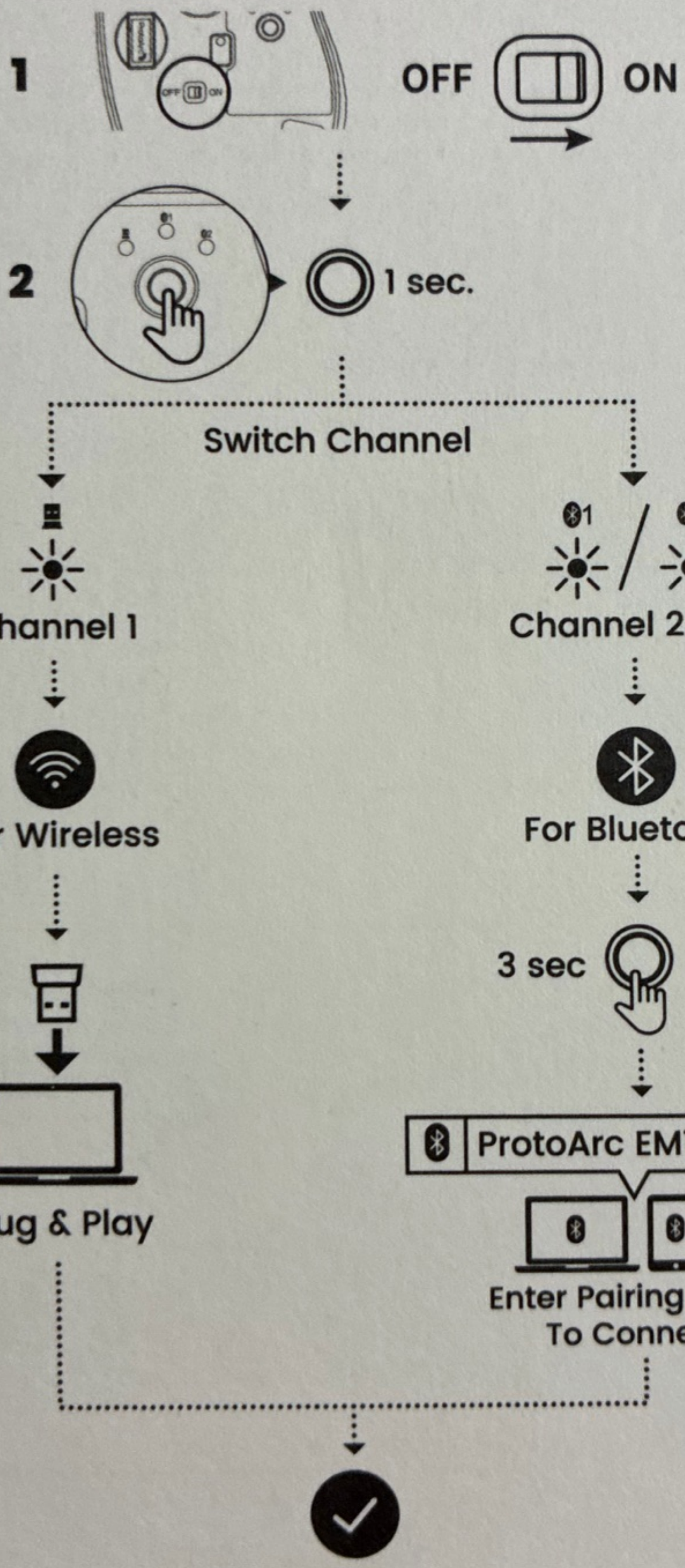
Quick Start Guide



Q&A

How to resolve issues such as the mouse not working, failing to connect to devices (PC, phone, tablet, etc.), connection drops, unresponsive cursor, cursor stuttering, or slow cursor speed?

Ensure sufficient power for both your device and the mouse.

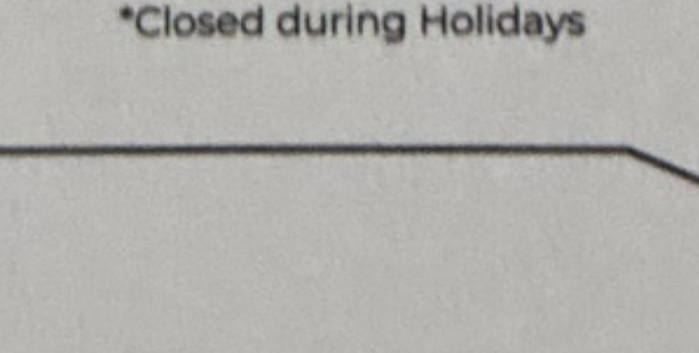
- Charge your device (PC, phone, Pad, etc.) if its battery level is below 20%. A low device battery can cause the mouse to function improperly.
- Charge your mouse fully. We recommend charging it via a computer's USB port for optimal results. (A flashing power indicator usually signals low battery)

Check the physical connection and re-establish communication.

- If using a USB receiver, unplug it from the current USB port and plug it into a different one on your computer.
- If using a Bluetooth connection:
  - On your device's settings page, turn the Bluetooth function OFF and then ON again. Then, click the mouse or move the mouse to reconnect, or attempt to pair it again.
  - If the issue persists, go to the list of paired Bluetooth devices in your device's settings, remove the existing pairing record for this mouse. Then, restart your device and pair the mouse again as if it were a new device .

For further assistance if needed.

- If you have further questions or require additional troubleshooting information, please feel free to contact our customer service team for support.



For any questions or assistance, please contact us at:

support@protoarc.com

(+1) 866-287-6188

Mon-Sun: 9AM - 1PM; 2PM - 6PM PT (Eastern Time)
*Closed during Holidays